



# County of Los Angeles CHIEF EXECUTIVE OFFICE

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February 4, 2011

To: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

From: William T Fujioka  
Chief Executive Officer

## **PUBLIC COMMENT - LINDA KIRSTEN, CHOON CHO**

At the Board of Supervisors meeting held January 4, 2011, during the Public Comment portion of the meeting, Linda Kerstein and Choon Cho addressed your Board regarding what they believe to be a lack of services for deaf clients within the County. During the discussion, Mayor Antonovich requested our Office review Ms. Kerstein's and Ms. Cho's testimony and report back to your Board.

This memorandum is in response to our review of these two cases.

### Linda Kerstein

Our review of Ms. Kerstein's case identified no lack of services provided by the Department of Community and Senior Services (CSS) or any issues related to the quality of interpretation services provided through Adult Protective Services (APS). CSS provided this Office with sound documentation and background information regarding Ms. Kerstein's case as well as detailed information concerning their compliance with mandates regarding assistance to the hearing impaired. CSS and APS continue to provide services and work with Ms. Kernstein.

An APS social worker, a representative from the Department of Consumer Affairs, and an interpreter are scheduled to meet with Ms. Kerstein on February 4, 2011 to review paperwork regarding her family trust.

*"To Enrich Lives Through Effective And Caring Service"*

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Choon Cho

Our Office was unable to locate any specific information or County contact with Ms. Cho. Ms. Cho did provide an address and phone number on the *Request to Address the Board* form. Unfortunately, the phone number provided by Ms. Cho was not a valid working number. As such, we have mailed a letter to the address provided requesting Ms. Cho to send us additional information so we may assist her and address her specific concerns.

Please let me know if you have any questions, or your staff may contact James Hazlett at 213.974.1148, or [jhazlett@ceo.lacounty.gov](mailto:jhazlett@ceo.lacounty.gov).

WTF:ES:MKZ  
FC:JH:ib

Attachments

c:     Executive Office, Board of Supervisors  
       County Counsel  
       Community and Senior Services